

# about the NSSC

NASA Shared Services Center is a partnership between NASA and Computer Sciences Corporation. The NSSC consolidated selected activities from the ten NASA centers in:

- Financial Management (FM),
- Human Resources (HR),
- Information Technology (IT), and
- Procurement

The NSSC customers are NASA civil servant employees, NASA vendors, and NASA grantees.

With continuous improvement the NSSC will be able to provide customer-focused, consistent, high quality, easily accessible, and timely support services.

The NSSC will free agency resources that will be redirected to NASA's core mission.

The NSSC provides customer-focused services via a Customer Contact Center (CCC) and NSSC Center Liaisons located at each center.

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NASA Shared Services Center



## Look for these activities to transition to the NSSC in the future:

Activity	Date
- HR & Training Website Dev & Maint	Jun. 2007
- Voluntary Leave Transfer Program & Advance Sick Leave	July 2007
- Report Preparation	July 2007
- HR and Training Information Systems Support	July 2007
- User Support / Expertise for Center HR Data Systems	July 2007
- Training Notices Processing (Onsite Training)/ Training Data Entry	July 2007
- Benefits Processing	Jan. 2008
- OPF	Jan. 2008
- Personnel Action Processing	Jan. 2008

## Contact Us

- Phone:**  
1.877.NSSC123  
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- Email:**  
nssc-contactcenter@nasa.gov
- Web Site:**  
www.nssc.nasa.gov/customerservice
- Hours of Operation:**  
Mon. - Fri. 8am - 8pm EST

National Aeronautics and Space Administration



**nssc** NASA Shared Services Center

# Quick Reference Guide



June 2007

## Drug Testing

The NSSC provides center drug testing activities under the NASA Drug Testing Program to meet all random pre-employment and follow-up drug testing requirements.

### The NSSC will:

- Generate random selection lists for testing
- Identify lab facilities
- Schedule testing
- Forward MRO findings to center representative for any necessary follow-up action

Post accident and reasonable suspicion testing will be initiated upon request of authorized center representatives.

## HR Studies

The NSSC provides the following services in support and administration of NASA-wide HR Studies:

- Assistance with survey development
- Collection of responses
- Analysis of survey results
- Survey administration

## SES Candidate Development Program

Upon notification of candidate's completion of training requirements, the NSSC will:

- Prepare written documentation of the candidate's achievement of executive core qualifications
- Work with Center representatives to assure content is complete and accurate
- Forward package to the Administrator for review and submission to the Office of Personnel Management's Qualification Review Board

## Employee Notices

The NSSC issues various NASA-wide and Center employee notices such as:

- Policy changes
- Regulatory notices

## Classification Appeals

Employee Classification Appeals are directed to the NSSC for agency level action. Upon receipt of a classification appeal the NSSC will:

- Assure all required documentation is received from the employee and their center HR office
- Review the documentation and conduct the audit
- Prepare the appeal decision package
- Forward recommended determination to NASA HQ

## Registration & Reimbursement for Off-site Training

Upon receipt of an approved training request for an individually funded training activity, NSSC shall conduct registration activities for Agency civil servants, including:

- Complete appropriate procurement documentation (purchase request, etc)
- Register the attendee(s) with the course vendor
- Send confirmation notices
- Verify attendance/completion of training
- Distribute and collect training evaluations and enter data into learning management systems
- Process employee reimbursements (when applicable)

## Training Services Support

- Perform market research to identify and recommend potential training providers for standard agency-wide courses
- Consult with requestor on final vendor selection
- Prepare course descriptions for approved courses
- Update and maintain the list of standard training requirements, communication methods, and schedules

## Financial Disclosures

NSSC maintains the Ethics Program Tracking System (EPTS). NSSC sends out letters, tracks, and follows up with employees in positions that require financial disclosure. At the end of the reporting cycle, NSSC will assist in the preparation of reports for the General Counsel.

## Development of Information Materials

NSSC will complete approved requests to provide multi-media materials for use agency-wide. NSSC will provide Agency change management materials such as posters or power point presentations or reference information including desk guides or web materials.

## General Employment Inquiries

All General employment inquiries should be handled by NSSC. While questions about specific vacancies will be referred to the appropriate center, NSSC will respond to general employment inquiries in the same manner they are received whether it's phone, email or hard copy correspondence.

## Awards

Starting with the roll-out of NASA Automated Awards System (NAAS), the NSSC began processing all awards through the system including:

- Maintaining and updating future enhancements to NAAS
- Printing certificates
- Delivering certificates

## Voluntary Leave Transfer Program & Advanced Sick Leave

- The NSSC Human Resources Office will review and determine eligibility of leave recipients for the Voluntary Leave Transfer Program and for Advanced Sick Leave
- The NSSC will provide an online list of approved leave recipients, standardized forms, provide a consistent review process, and integrate automation into the process
- The NSSC will ensure that Code of Federal Regulations and NASA Policy Directives are adhered to in the processing of all requests